

Proposal for HSB Involvement in Vision: Next, DCDHS Strategic Planning Process

1. Assist with community listening sessions

The Department intends to partner with Dane County nonprofits who may already be hosting community events to coordinate community listening sessions. The purpose of these session is to get feedback from community members on their vision for their communities, the services provided by DCDHS, and opinions on where the Department could better meet their needs. These sessions will be organized around several topical areas (affordable housing and economic security; dedication to equity and inclusion; providing services to vulnerable adults; providing services for children and youth; access to behavioral health services). Most sessions will likely occur evenings and weekends, though it is possible they could also happen during the day.

HSB role:

- Attend a training on 3/31/20 on conducting effective community listening sessions
- Co-facilitate listening sessions with DCDHS staff
- Assist taking notes of listening sessions
- Review listening session notes after each event to ensure that the themes heard during the session are captured in the notes

DCDHS role

- Develop the questions to be asked during the listening sessions
- Determine dates, times, and locations of listening sessions in partnership with stakeholder organizations
- Ensure each listening session room is set up to effectively facilitate the conversation
- Ensure each listening session is staffed with a minimum of one DCDHS staff person and one HSB member
- Set up online surveys to allow another forum for individuals to share feedback
- Publicize events and remind potential attendees of the events prior to the event

Timeline: Community listening sessions will take place in June and July.

Time commitment: This would likely require about 10 hours of work, per committee member, during the months of June and July, in addition to the 90-minute training on 3/31.

2. Assist with stakeholder interviews

The Department intends to conduct one-on-one interviews with many key stakeholders from mid-May through late June. At this time there is a list of about 60 stakeholders to be interviewed. HSB members could focus on interviews of other elected officials (this process is still being discussed with the County Executive). The purpose of the interviews is to gather information from stakeholders about the challenges they have in working with the county and their populations, the challenges populations they work with face, what is working well with working with the county, and thoughts on where services should be headed in the next five years.

HSB role:

- Attend a training on 5/13/20 on conducting effective stakeholder interviews
- Set up interviews with selected stakeholders that work for both the HSB member and the stakeholder being interviewed
- Take notes during the listening session and share them with DCDHS within 48 hours of the interview

DCDHS role

- Develop the questions to be asked during the interviews
- Send out initial invitation to participate in the interview process

Timeline: Interviews are planned for mid-May through late June.

Time commitment: Each interview should take about an hour. Interview preparation and review of notes will also likely take about an hour. Ideally, each member of the committee would be able to commit to doing 2 or 3 interviews during this time period (for a total of 4-6 hours of work outside of committee meetings).

3. Use standing HSB meeting as a public hearing

In July or August the Department will have concluded the bulk of its stakeholder engagements (community listening sessions, stakeholder surveys, and stakeholder interviews) and hosting one or two public hearings on what we learned as a result of the outreach could be beneficial. This would provide interested individuals an opportunity to provide final feedback and clarify anything the Department may need further information on.

HSB role:

- Set aside time in one or more meetings to focus on themes heard during the community engagement activities
- Review handouts or meeting materials prior to the meeting
- Facilitate the conversation at the meeting

DCDHS role

- Develop executive level summaries of themes heard during community engagement sessions and share with HSB
- Take notes during the HSB meeting
- Publicize the opportunity for community feedback
- Answer questions about what the Department will do with this information during the meeting

Timeline: August

Time commitment: Minimal outside the standing meeting, though the meeting could be longer than the traditional 1 hour meeting.

4. Brief HHN on the process once per month, with the assistance of Michele

The Department intends to provide updates to both HHN and HSB on the strategic planning process, the things we are hearing from stakeholders and community members, and what we are going to do next. These updates could be structured to happen at a HSB meeting and then HSB briefs HHN on behalf of the Department.